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26171 7590 06/28/2010 FISH & RICHARDSON P.C. P.O. BOX 1022 MINNEAPOLIS, MN 55440-1022			EXAMINER VU, THANH T	
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

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<b>Office Action Summary</b>	<b>Application No.</b> 10/747,652	<b>Applicant(s)</b> BLATTNER ET AL.	
	<b>Examiner</b> THANH T. VU	<b>Art Unit</b> 2175	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 04/19/2010.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-4,9-17,22,24-55,59,62-68,71,76,78,79,81,82,84-87 and 91 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-4,9-17,22,24-55,59,62-68,71,76,78,79,81,82,84-87 and 91 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948)  | 5) <input type="checkbox"/> Notice of Informal Patent Application                       |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date <u>5/11/2010</u> . | 6) <input type="checkbox"/> Other: _____  |

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### **DETAILED ACTION**

This communication is responsive to Amendment, filed 04/19/2010.

Claims 1-4, 9-17, 22, 24-55, 59, 62-68, 71, 76, 78, 79, 81, 82, 84-87, and 91 are pending in this application. In the Amendment, claims 5-8, 18-21, 23, 56-58, 60-61, 69-70, 72-75, 77, 80, 83, 88, 89, and 90 were cancelled, and claims 1, 22, 35, 54, 63, and 87 were amended. This action is made Final.

#### ***Claim Rejections - 35 USC § 112***

The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

Claims 1-4, 9-17, 22, 24-55, 59, 62-68, 71, 76, 78, 79, 81, 82, 84-87, and 91 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention. Claims 1, 54 and 63 recite the feature of “detecting, by a computer of the first user and independently of the first user, an interaction by the first user with a computer application operating concurrently with the communication session, the interaction being detected independent of any outputs from the computer application.” There is insufficient support for the feature in the specification.

#### ***Claim Rejections - 35 USC § 103***

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The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

**Claims 1-4, 9-17, 22, 24-32, 35-43, 47-55, 59, 62-68, 71, 76, 78, 79, 81, 82, 84, 85, 86, 87, and 91 are rejected under 35 U.S.C. 103(a) as being unpatentable over Liles et al. (“Liles” U.S. Pat. No. 5,880,731), Kim et al. (WO 01/84461 A1), Tang et al. (US 6,349,327), Tang et al. (US 5,793,365) and Day et al. (“Day”, 7,039,676).**

Per claim 1, Liles teaches a method for communicating, the method comprising:  
graphically representing, with an avatar capable of being animated, a first user in a communication session involving the first user and a second user (col. 3, lines 52-67);  
communicating a message between the first user and the second user, the message conveying explicit information from the first user to the second user (col. 3, lines 32-41); and  
communicating out-of-band information to the second user using a change in the avatar appearance or avatar animation as a communication conduit, wherein the out-of-band

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communication differs from the information conveyed in the message sent between the first user and the second user (col. 3, lines 28-42; col. 9, lines 55-65; *a participant can select and animate the avatar related to a context of the participant along with text message sent between participants*).

Liles does not specifically detecting, by a computer of the first user and independently of the first user, an interaction by the first user with a computer application operating concurrently with the communication session, the interaction being detected independent of any outputs from the computer application; determining, based on the detected interaction by the first user with the computer application operating concurrently with the communication session, out-of-band information indicating an activity of the first user, the activity being related to the computer application with which the first user interacts; and communicating independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user to graphically convey the context of the first user indicated by the determined out-of-band information. However, Kim teaches receiving, independently of the first user and the message, out-of-band information indicating a context of the first user and communicating, based on stored data association, the out-of-band information to the second user (fig. 1; page 2, lines 5-13).

Tang '327 teaches detecting, by a computer of the first user and independently of the first user, an interaction by the first user with a computer application operating concurrently with the communication session and determining, based on the detected interaction by the first user with the computer application operating concurrently with the communication session, out-of-band information indicating an activity of the first user, the activity being related to the computer

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application with which the first user interacts (fig. 1; col. 5, lines 1-19; col. 6, lines 62-67; col. 7, lines 55-67; *which shows communicating information indicating a task that the user is working on and changing user's avatar to a current status*).

Tang '365 teaches detecting, by a computer of the first user and independently of the first user, an interaction by the first user with a computer application operating concurrently with the communication session, the interaction being detected independent of any outputs from the computer application (col. 6, line 63- col. 7, line 27).

Day teaches communicating independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user to graphically convey the context of the first user indicated by the determined out-of-band information (col. 3, lines 45-67; *which shows automatically generating input into a chat system to animate a user avatar.*) Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to include the teaching of Kim et al., Tang et al. and Day in the invention of the modified Liles in order to provide the users with an enjoyable on-line chatting using various setting for a character in the virtual world that reflect the real world setting of a user, and in order to automatically generating input into a chat system to animate a user avatar.

Per claim 2, the modified Liles teaches the method of claim 1 wherein the communication session is an instant messaging communication session (Liles, col. 3, lines 58-62; *online chat session*).

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Per claim 3, the modified Liles teaches the method of claim 1 wherein the avatar comprises a facial animation that does not include a body having an ear or a leg (Liles, fig. 7; element 124; col. 7, lines 49-54; *a user can modify an animation to include or exclude various features*).

Per claim 4, the modified Liles teaches the method of claim 1 wherein the avatar comprises a facial animation, including a neck, that does not include a body having an ear or a leg (Liles, fig. 7; animation 122; col. 7, lines 49-54; *a user can modify an animation to include or exclude various features*).

Per claim 9, the modified Liles teaches the out-of-band information comprises information indicating a setting characteristic associated with the first user (Kim, page 2, lines 5-14).

Per claim 10, the modified Liles teaches the method of claim 9 wherein the setting characteristic comprises a characteristic related to time of day of the first user (Kim, page 2, line 23).

Per claim 11, the modified Liles teaches the method of claim 9 wherein the setting characteristic comprises a characteristic related to time of year (Kim, page 2, lines 5-9).

Per claim 12, the modified Liles teaches the method of claim 11 wherein the time of year comprises a holiday (Kim, page. 2, lines 5-9; *each season comprises a holiday*).

Per claim 13, the modified Liles teaches the method of claim 11 wherein the time of year comprises a season wherein the season is one of spring, summer, fall or winter (Kim, page 2, lines 5-9).

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Per claim 14, the modified Liles teaches the method of claim 9 wherein the setting characteristic comprises a characteristic associated with a work setting (Kim, page. 2, lines 10-14 and lines 29-34; *geographic setting or physical location of the user*).

Per claims 15-17, the modified Liles teaches the method of claim 9 wherein the setting characteristic comprises a characteristic associated with a recreation setting such as a beach setting, a tropical setting, or a winter sport setting (Kim, page 2, lines 10-14 and lines 29-34; *it is noted the geographic setting where the user lives or physical location of the user may comprises a recreation setting*).

Per claim 22, the modified Liles teaches detecting the interaction by the first user with the computer application operating concurrently with the communication session comprises detecting an interaction by the first user with a computer application related to working or listening to music, determining out of band information indicating an activity of the first user comprises determining the activity of the first user comprises one of working or listening to music; and communicating the out of band information to the second user by changing an animation of the avatar representing the first user to reflect respectively the avatar working or listening to music (Tang '327, fig. 1; col. 5, lines 1-19; col. 7, lines 55-67; *which shows communicating information indicating a task that the user is working on and changing user's avatar to a current status*).

Per claim 24, the modified Liles teaches the method of claim 1 further comprising triggering, based on the information conveyed in the message from the first user to the second user, an animation of the avatar to convey the out-of-band information from the first user to the



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second user (Liles, col. 7, lines 18-22; col. 9, lines 55-65 and col. 10, lines 28-32; *a user can select an animation to convey a message to send to another user*).

Per claim 25, the modified Liles teaches the method of claim 24 wherein the trigger comprises a portion of text (Liles, col. 9, lines 55-65).

Per claim 26, the modified Liles teaches the method of claim 24 wherein the trigger comprises all of the text of the message (Liles, col. 9, lines 55-65 and col. 10, lines 28-32; *a user can select an animation in response to messages sent between the users*).

Per claim 27, the modified Liles teaches the method of claim 24 wherein the trigger comprises an audio portion of the message (Liles, col. 9, lines 55-65 and col. 10, lines 28-32; col. 13, lines 35-41; *a user can select an animation in response to the sound when a user joins the chat session*).

Per claim 28, the modified Liles teaches the method of claim 24 wherein the trigger comprises passing a predetermined amount of time during which the first user does not communicate a message to the second user (Liles, col. 9, lines 24-26).

Per claim 29, the modified Liles teaches the method of claim 24 wherein the trigger comprises passing a predetermined amount of time during which the first user does not use a computing device that is used by the first user to communicate with the second user in the communication session (Liles, col. 9, lines 24-26).

Per claim 30, the modified Liles teaches the method of claim 1 communicating, independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user comprises communicating, independently of the first user and the second user, the out-of-band information to the second

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user by modifying a facial expression of the avatar (Liles, fig. 7; Day, col. 3, lines 45-67, col. 7, lines 48-57).

Per claim 31, the modified Liles teaches the method of claim 1 wherein communicating, independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user comprises communicating, independently of the first user and the second user, the out-of-band information to the second user by initiating, a gesture made by a hand of the avatar or a gesture made by an arm of the avatar (Liles, col. 7, lines 30-35; Day, col. 3, lines 45-67, col. 7, lines 48-57).

Per claim 32, the modified Liles teaches the method of claim 1 communicating, independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user comprises communicating, independently of the first user and the second user, the out-of-band information to the second user by initiating movement of a body of the avatar (Liles, col. 7, lines 30-35; Day, col. 3, lines 45-67, col. 7, lines 48-57).

Per claim 35, the modified Liles teaches the method of claim 1 wherein the avatar animation that graphically conveys the context of the first user comprises a breakout animation that involves displaying avatar outside of normal display space occupied by the avatar (Liles, col. 7, lines 13-16 and col. 9, lines 1-5; *a user can modify the avatar as desired and move avatar within the room*).

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Per claim 36, the modified Liles teaches the method of claim 35 wherein the breakout animation comprises telescoping the avatar (Liles, col. 7, lines 13-16 and col. 9, lines 1-5; *a user can modify the avatar as desired*).

Per claim 37, the modified Liles teaches the method of claim 35 wherein the breakout animation comprises resizing the avatar (Lilies, col. 7, lines 13-16 and col. 9, lines 1-5; *a user can modify the avatar as desired*).

Per claim 38, the modified Liles teaches the method of claim 35 wherein the breakout animation comprises repositioning the avatar (Liles, col. 7, lines 13-16 and col. 9, lines 1-5; *a user can modify the avatar as desired and move avatar within the room*).

Per claim 39, the modified Liles teaches the method of claim 1 further comprising providing the first user with multiple preconfigured avatars having associated preselected animations and enabling the first user to select a particular avatar to represent the user in the communications session (Liles, col. 9, lines 34-46).

Per claim 40, the modified Liles teaches the method of claim 39 further comprising persistently associating the first user with the selected avatar to represent the first user in subsequent communication sessions (Liles, col. 9, lines 34-46; *a user can select an avatar to represent the user*).

Per claim 41, the modified Liles teaches the method of claim 39 further comprising enabling the first user to modify the appearance of the avatar (Liles, col. 9, lines 1-5).

Per claim 42, the modified Liles teaches the method of claim 41 wherein enabling the first user to modify the appearance of the avatar comprises enabling the first user to use a slide bar to indicate a particular modification of a particular feature of the avatar (Liles, fig. 3; *a user*

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*can use the scroll bar to select a different avatar to change the appearance of the avatar in the chat room).*

Per claim 43, the modified Liles teaches the method of claim 41 wherein enabling the first user to modify the appearance of the avatar comprises enabling the first user to modify appearance of the avatar to reflect a characteristic of the first user (Liles, fig. 3; col. 9, lines 1-5; *a user can select an avatar to reflect a characteristic of the user or modify the avatar as desired*).

Per claim 47, the modified Liles teaches the method of claim 1 further comprising enabling the first user to modify a trigger used to cause an animation of the avatar (Liles, col. 8, line 61-col. 9, line 5).

Per claim 48, the modified Liles the method of claim 47 wherein the trigger comprises text included in the message sent from the first user to the second user (Liles, col. 7, lines 18-22; col. 9, lines 55-65; *a user can select animation in response to message sent between the users*).

Per claim 49, the modified Liles teaches the method of claim 1 further comprising animating the avatar for use as an information assistant to convey information to the first user (Liles, col. 7, lines 25-35).

Per claim 50, the modified Liles teaches the method of claim 1 further comprising enabling use of the avatar by an application other than a communications application (Liles, col. 9, lines 4-15; *a bitmap file can be view by other application that is able to view bitmap files*).

Per claim 51, the modified Liles teaches the method of claim 50 wherein enabling use of the avatar by an application other than a communications application comprises enabling use of

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the avatar in an online journal (Liles, col. 9, lines 4-15; *a bitmap file can be view by other application that is able to view bitmap files*).

Per claim 52, the modified Liles teaches the method of claim 1 further comprising displaying a depiction of the avatar in the form that is similar to a trading card (Liles, col. 9, lines 9-15; *a user can send their customized avatar to other users*).

Per claim 53, the modified Liles teaches the method of claim 52 wherein the trading card depiction of the avatar comprises a trading card depiction of the avatar that includes characteristics associated with the first user (Liles, col. 1-5; *a user can customized the avatars as desired*).

Claims 54 and 55 are rejected under the same rationale as claims 1 and 2 respectively.

Claim 59 is rejected under the same rationale as claim 9.

Claim 62 is rejected under the same rationale as claim 47.

Claims 63 and 64 are rejected under the same rationale as claims 1 and 2 respectively.

Claim 65 is rejected under the same rationale as claim 5.

Claims 66 and 67 are rejected under the same rationale as claims 7 and 8 respectively.

Claim 68 is rejected under the same rationale as claim 9.

Claim 71 are rejected under the same rationale as claims 47.

Per claim 76, the modified Liles teaches the method of claim 1, wherein the graphically representing comprises graphically representing a background display associated with an avatar (Liles, fig. 13; *avatar 254 and associated background*).

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Per claim 78, the modified Liles teaches the method of claim 1, further comprising: determining whether to change the avatar appearance or avatar animation to communicate the received out-of-band information based on other out-of-band information received independently of the first user and the message (Tang, col. 7, lines 55-65; col. 13, lines 57-64; col. 15, lines 5-15; col. 18, lines 55-67; *shows changing appearance of a user*).

Claims 79 and 81 are rejected under the same rationale as claims 76 and 78 respectively.

Claims 82 and 84 are rejected under the same rationale as claims 76 and 78 respectively.

Claim 85 is rejected under the same rationale as claim 20.

Claim 86 is rejected under the same rationale as claim 52.

Per claim 87, the modified Liles teaches the method of claim 1 wherein communicating, independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user to graphically convey the context of the first user indicated by the received out-of-band information comprises communicating, independently of the first user and the second user, the out-of-band information to the second user by changing an animation of the avatar representing the first user to graphically convey the context of the first user indicated by the received out-of-band information based on stored data associations (Day, col. 3, lines 45-67, col. 7, lines 48-57).

Per claim 91, the modified Liles teaches the method of claim 1, wherein the computer application further produces outputs related to and dependent on the communication session (Day fig. 5; col. 3, lines 45-67; col. 6, lines 33-38; *the user can interact with the automatic*

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*gesture software to produce gesture that are in response to (i.e .related to) and dependent to text messages from other users in the communication session).*

**Claims 33 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over Liles, Kim (W0 01/84461, and Day et al. (“Day”, 7,039,676), and Matsuda (U.S. Pat. No. 7,007,065).**

Per claims 33 and 34, the modified Liles teaches the method of claim 1, but does not teach wherein the avatar animation that graphically conveys the context of the first user comprises sounds made by the avatar, and wherein at least some of the sounds comprise a voice based on a voice of the first user. However Matsuda teaches wherein the avatar animation that graphically conveys the context of the first user comprises sounds made by the avatar, and wherein at least some of the sounds comprise a voice based on a voice of the first user (col. 1, lines 8-10; col. 3, lines 30-34; col. 5, lines 50-55). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to include the teaching of Matsuda in the invention of the modified Liles in order to provide an avatar that is active in a shared virtual space, and made to output a sound during a chat.

**Claims 44-46 are rejected under 35 U.S.C. 103(a) as being unpatentable over Liles, Kim, Day, and Ostermann et al. (“Ostermann”, U.S. Pat. No. 7,177,811).**

Per claims 44-46, the modified Liles teaches modification of the appearance and characteristic of a user as described above, but does not specifically teach wherein the characteristic of the first user comprises one of age, gender, hair color, eye color, or a facial feature, the appearance of the avatar comprises enabling the first user to modify appearance of

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the avatar by adding, changing or deleting a prop displayed with the avatar, and wherein the prop comprises one of eyeglasses, sunglasses, a hat, or earrings. However, Ostermann teaches teach wherein the characteristic of the first user comprises one of age, gender, hair color, eye color, or a facial feature, the appearance of the avatar comprises enabling the first user to modify appearance of the avatar by adding, changing or deleting a prop displayed with the avatar, and wherein the prop comprises one of eyeglasses, sunglasses, a hat, or earrings (fig. 9; col. 11, line 60-col. 12, line 8). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to include the teaching of Ostermann in the invention of the modified Liles in order to provide further customizations to the user's avatar in a chat session.

### ***Response to Arguments***

Applicant's arguments with respect to the amendment have been considered but are moot in view of the new ground(s) of rejection.

### ***Conclusion***

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a).

Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event,



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however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

***Inquiries***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to THANH T. VU whose telephone number is (571)272-4073. The examiner can normally be reached on Mon- Fri 7:00 AM - 3:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William L. Bashore can be reached on (571) 272-4088. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Thanh T. Vu/  
Primary Examiner, Art Unit 2175